PEO DIGITAL
END USER SERVICES

Service Families

- o **Physical Devices** (End User Hardware (EUHW) Services)
- o **Virtual Desktop Services**

- o **Image Services**
- o **Mobility Services**
- o **Print Services**

About EUS

What We Do

End User Services (EUS) is responsible for delivery of End Users services to include the procurement and sustainment of End User Devices (EUDs), including workspace devices (e.g. desktops laptops and thin-client devices) and mobile devices (e.g. tablets and smart-phones); delivery of print services; base image software as a service (SAAS); Client Assistance Program (CAP) Assistive Technology (AT); and software/endpoint management. EUS also develops the standard operating system image for EUDs operating on both the Naval Enterprise Networks (NEN) and the Marine Corps Enterprise Network (MCEN) – both hardware and software, Enterprise Staging & Delivery for devices, and Enterprise Mobile Computing. The program includes the software associated with EUDs (e.g. Microsoft licenses, end-point management licenses, etc) and the labor required to support EUD fielding and sustainment.

How We Help

EUS ensures provision of common End User Devices when needed – with standard Enterprise operating system configurations and needed core software – for employment on the NEN and MCEN, in order to provide reliable, dependable, and sustainable mission critical end user computing services. EUS also provides the process and capability for users to order and receive software, ensures that their devices are current and secure, provides access to print services, and delivers critical AT technologies.

Leadership

Portfolio Manager
Jeff Lee, USMC

Deputy Portfolio Manager
Monee' Hardesty, CDR, USN

EUS is one of seven portfolio offices in PEO Digital and Enterprise Services (PEO Digital). PEO Digital is the Department of the Navy's (DON) enterprise-wide information technology acquisition agent tasked with digitally transforming systems to evolve and deliver modern capabilities and technologies to maintain the competitive edge while meeting demand signals from the DON's user communities.

For more information about PEO Digital, EUS or the seven other portfolios offices, visit our website at:
https://www.navwar.navy.mil/peo-digital-portfolio/

For Industry:
https://public.cloud.navy.mil/industry

End User Services (EUS)

Computing Services

Physical Devices (EUHW Services)

EUS is responsible for End User Device annual refresh across both the Navy Enterprise Networks (NEN) and the Marine Corps Enterprise Network (MCEN). For the Navy, the EUHW contract provides devices as a service to support both the Non-secured Internet Protocol Network Router (NIPRNet) and classified Secret Internet Protocol Network Router (SIPRNet) networks. Service management, integration and transport services are provided by the Service Management and Integration (SMIT) contract. On the MCEN side, EUS has responsibility for sustaining Enterprise EUDs with an Authorized Acquisition Objective (AAO) of approximately 177.5k EUDs. In accordance with the DoD CIO's refresh mandate, EUS plans to refresh 20% of that EUD AAO each year, based on available funding. EUS is also responsible for procuring Virtual Desktop devices as required.

Desktop Virtualization Services (Navy Only)

Unclassified Desktop Virtualization (DV) Computing Services includes the configuration, integration, operation, and maintenance of virtualized endpoint computers on the NIPRNet. DV provides a server-centric computing model for the delivery of end user services. This service is being migrated from an on-premise service known as Enhanced Virtual Desktop (EVD) to a cloud based Azure Virtual Desktop (AVD).

- AVD will be fully integrated and interoperable with Office 365 services and DoDIN services.
- AVD will be available from any device using multi-factor authentication.

Image Services

EUS develops the standard operating system image for EUDs operating on both the NEN and the MCEN. On the Navy side, the combination of the SMIT contractor and the EUS engineering team retain a core image that runs on the Windows operating system. On the MCEN side, the EUS Engineering Team develops the Marine Corps Enterprise Desktop Standardization (MCEDS) image. EUS collaborates with Defense Information Systems Agency (DISA) to ensure DoD's future updates for end users.

Mobility Services

The EUS Navy team delivers Unified Endpoint Management (UEM) and the EUS Marine Team is responsible for ensuring Enterprise Mobility Management (EMM) and Mobile Device Management (MDM). BlackBerry Unified Endpoint Manager (BUEM) is the current Marine Corps Enterprise Mobility Management/Mobile Device Management solution for garrison iOS/Android mobile device (primarily smart phones) management.

Print Services (Navy Only)

The EUS Navy Team ensures access to print services across the NEN. Print Services include provisioning of hardware and software that provide black and white, color, local, and network printing. Network printing enables jobs sent by users to go to the appropriate printer, including users who are on Cross Domain Platforms, as well as users in remote locations.

EUS Teams

EUS is a Naval portfolio comprised of two teams; a Marine Team located primarily at Marine Corps Systems Command on Marine Corps Base, Quantico, Virginia, and a Navy Team located primarily in San Diego. California and the Washington Navy Yard, District of Columbia.